

## Transcript: Chris Sofield

(deactivated)-6076439476617216-5769173087076352

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Better. Abd... Can I help you? Hi, my name... Yeah. My name is Abd al Sow. I'm calling to cancel the, the high-quality and the Medicare or, or whatever. Okay. What staffing company do you work with? Uh, Surge. And I'm, like, from Surge and I do work at ... for a group. Surge. Okay. And the last four of your social? Uh, it's eight, six, seven, O. Thank you. What was the last name again, sir? Sow. S-O-W. Thank you. Can you verify your address and date of birth for me, please? Okay. The address on... It's 752 Countryside Lane. Yeah. Can you hear me? Y- yes, sir. Can you verify the, the address, including- Yeah. Yeah. ... the state and zip code? Uh, zip code is 45365. Sidney, Ohio. And- Thank you. The country of birth is Mauritania. Date of birth is 19 May 2001. Thank you. Phone number we have is 937-622-5302. Is that correct? Yes, sir. All right. I've got you op... I've got you, uh, canceling the coverage. Cancellation's going to take one to two weeks to fully process, so it's got- Mm-hmm. It's got to go through Surge's payroll teams. You may still see one or two more deductions providing one or two final weeks' coverage. You will not see any more than two at the most, okay? All right. Thank you, sir. You're welcome. Anything else? No, that's about it. Thank you. I appreciate it. You're, you're welcome. Thanks for calling. Have a good day. All right. You too.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Better. Abd...

Speaker speaker\_2: Can I help you?

Speaker speaker\_1: Hi, my name... Yeah. My name is Abd al Sow. I'm calling to cancel the, the high-quality and the Medicare or, or whatever. Okay. What staffing company do you work with? Uh, Surge. And I'm, like, from Surge and I do work at ... for a group. Surge. Okay. And the last four of your social? Uh, it's eight, six, seven, O. Thank you. What was the last name again, sir? Sow. S-O-W. Thank you. Can you verify your address and date of birth for me, please? Okay. The address on... It's 752 Countryside Lane. Yeah. Can you hear me? Y- yes, sir. Can you verify the, the address, including- Yeah. Yeah. ... the state and zip code? Uh, zip code is 45365. Sidney, Ohio. And- Thank you. The country of birth is Mauritania. Date of birth is 19 May 2001. Thank you. Phone number we have is 937-622-5302. Is that correct? Yes, sir. All right. I've got you op... I've got you, uh, canceling the coverage. Cancellation's going to take one to two weeks to fully process, so it's got- Mm-hmm. It's got to go through Surge's

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